



AGENDA

Transit Committee Meeting

Committee Members

Tim Shaw, Chairman
Harry S. Sidhu, Vice Chairman
Doug Chaffee
Andrew Do
Steve Jones
Vicente Sarmiento

Orange County Transportation Authority
Headquarters
Conference Room 07
550 South Main Street
Orange, California
Thursday, April 8, 2021 at 9:00 a.m.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the Orange County Transportation Authority (OCTA) Clerk of the Board, telephone (714) 560-5676, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

Agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Committee may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

All documents relative to the items referenced in this agenda are available for public inspection at www.octa.net or through the Clerk of the Board's office at the OCTA Headquarters, 600 South Main Street, Orange, California.

Guidance for Public Access to the Board of Directors/Committee Meeting

On March 12, 2020 and March 18, 2020, Governor Gavin Newsom enacted Executive Orders N-25-20 and N-29-20 authorizing a local legislative body to hold public meetings via teleconferencing and make public meetings accessible telephonically or electronically to all members of the public to promote social distancing due to the state and local State of Emergency resulting from the threat of Novel Coronavirus (COVID-19).

In accordance with Executive Order N-29-20, and in order to ensure the safety of the OCTA Board of Directors (Board) and staff and for the purposes of limiting the risk of COVID-19, in-person public participation at public meetings of the OCTA will not be allowed during the time period covered by the above-referenced Executive Orders.

Instead, members of the public can listen to AUDIO live streaming of the Board and Committee meetings by clicking the below link:

<http://www.octa.net/About-OCTA/Who-We-Are/Board-of-Directors/Live-and-Archived-Audio/>



**Guidance for Public Access to the Board of Directors/Committee Meeting
(Continued)**

Public comments may be submitted for the upcoming Board and Committee meetings by emailing them to ClerkOffice@octa.net.

If you wish to comment on a specific agenda Item, please identify the Item number in your email. All public comments that are timely received will be part of the public record and distributed to the Board. Public comments will be made available to the public upon request.

In order to ensure that staff has the ability to provide comments to the Board Members in a timely manner, please submit your public comments **30 minutes prior to the start time of the Board and Committee meeting date.**

Call to Order

Roll Call

Pledge of Allegiance

Director Do

1. Public Comments

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 2 through 5)

All items on the Consent Calendar are to be approved in one motion unless a Committee Member or a member of the public requests separate action or discussion on a specific item.

2. Approval of Minutes

Approval of the minutes of the Transit Committee meeting of March 11, 2021.



- 3. Amendment to Agreement for Coach Operator, Operations Instructor, and Field Supervisor Uniforms**
Sergio Hernandez/Jennifer L. Bergener

Overview

On May 22, 2017, the Board of Directors approved an agreement with Becnel Uniforms to supply uniforms for coach operators, training instructors, and field supervisors on an as-needed basis for a three-year initial term, with two one-year option terms. The first option term will expire June 30, 2021. Board of Directors' approval to exercise the second option term is requested.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-6-1442 between the Orange County Transportation Authority and Becnel Uniforms, in the amount of \$50,000, to exercise the second option term of the agreement from July 1, 2021 through June 30, 2022, for continued uniform supply services. This will increase the maximum obligation of the agreement to a total contract value of \$871,852.

- 4. Sole Source Agreement for Transmission Dynamometer Upgrade**
Dayle Withers/Jennifer L. Bergener

Overview

The Orange County Transportation Authority utilizes a fleet of 498 compressed natural gas-powered 40-foot and 60-foot buses equipped with Allison transmissions. These units require a periodic rebuild performed by the Maintenance Department. A transmission dynamometer is used to test these transmissions after rebuilding to ensure they are operating within the manufacturer's specifications. The current dynamometer was last updated over ten years ago and lacks the technology to test the newer transmissions in the fleet. Staff is requesting Board of Directors' approval to initiate a sole source agreement to upgrade the current transmission dynamometer.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. A46961 between the Orange County Transportation Authority and Power Test, Inc., in the amount of \$68,540, for the upgrade of the current transmission dynamometer control panel.



5. Bus Restructuring Study Consultant Selection

Jorge Duran/Kia Mortazavi

Overview

The Orange County Transportation Authority requires the services of a firm to assist in the development of recommendations for restructuring the OC Bus fixed-route bus system. A competitive procurement has been conducted, and proposals were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested for the selection of a firm to perform the required work.

Recommendations

- A. Approve the selection of Transportation Management and Design, Inc., as the firm to assist in restructuring the OC Bus fixed-route bus system.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2739 between the Orange County Transportation Authority and Transportation Management and Design, Inc., in the amount of \$549,914, to assist in the development of recommendations for restructuring the OC Bus fixed-route bus system.

Regular Calendar

6. Agreement for Detail Bus Cleaning and Pesticide Application Services

Marie Latino/Jennifer L. Bergener

Overview

On January 11, 2021, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals for detail bus cleaning and pesticide application services for directly operated and contract operated fixed-route OC Bus service and OC ACCESS services. As a result, proposals were received from qualified vendors and evaluated. Board of Directors' approval is requested to award an agreement to perform the described services to the most qualified vendor.



6. (Continued)

Recommendations

- A. Approve the selection of Gamboa Services, Inc., doing business as Corporate Image Maintenance, as the firm to provide detail bus cleaning and pesticide application services.

- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2702 between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$1,076,726, for detail bus cleaning and pesticide application services for a three-year initial term effective May 1, 2021 through April 30, 2024, with a two-year option term.

7. OC Streetcar Project Quarterly Update

Ross Lew/James G. Beil

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report provides an update on OC Streetcar project activities from January 2021 through March 2021.

Recommendation

Receive and file as an information item.

Discussion Items

8. OC Bus Service Update

Johnny Dunning, Jr./Jennifer L. Bergener

Staff will provide an update on the OC Bus Service.

9. Chief Executive Officer's Report

10. Committee Members' Reports



11. Closed Session

There are no Closed Session items scheduled.

12. Adjournment

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, May 13, 2021**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.



**Committee Members Present
Via Teleconference**

Tim Shaw, Chairman
Harry S. Sidhu, Vice Chairman
Andrew Do
Steve Jones
Vicente Sarmiento

Staff Present

Jennifer L. Bergener, Deputy Chief Executive Officer
Sara Meisenheimer, Deputy Clerk of the Board
Allison Cheshire, Interim Deputy Clerk of the Board

Committee Members Absent

Doug Chaffee

Via Teleconference

Darrell E. Johnson, Chief Executive Officer
James Donich, General Counsel

Call to Order

The March 11, 2021 regular meeting of the Transit Committee was called to order by Committee Chairman Shaw at 9:00 a.m.

Roll Call

The Deputy Clerk of the Board conducted an attendance Roll Call and announced that there was quorum of the Transit Committee.

Pledge of Allegiance

Committee Vice Chairman Sidhu led in the Pledge of Allegiance.

1. Public Comments

No public comments were received.

Special Calendar

There were no Special Calendar matters.

Consent Calendar (Items 2 and 3)

2. Approval of Minutes

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 5-0, to approve the minutes of the Transit Committee meeting of February 11, 2021.



3. Agreement for Construction of the Anaheim Canyon Metrolink Station Improvement Project

A motion was made by Committee Vice Chairman Sidhu, seconded by Director Sarmiento, and following a roll call vote, declared passed 5-0, to:

- A. Find Environmental Construction, Inc., the apparent low bidder, as non-responsive for failure to meet the federal program requirement for Disadvantaged Business Enterprise participation.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2193 between the Orange County Transportation Authority and Stacy and Witbeck, Inc., the lowest responsive, responsible bidder, in the amount of \$13,480,000, for the construction of the Anaheim Canyon Metrolink Station Improvement Project.
- C. Authorize the use of up to \$4,300,000, in additional federal Congestion Mitigation and Air Quality Improvement Program funds to provide full funding for construction of the Anaheim Canyon Metrolink Station Improvement Project.
- D. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program to facilitate programming of the Project.

Regular Calendar

4. OC Streetcar Project Supplemental Contingency

Jim Beil, Executive Director of Capital Programs, provided a PowerPoint presentation.

A discussion ensued regarding:

- Certain projects under the Capital Investment Grants Program have additional funding made available under the \$1.9 trillion stimulus funding package and it will take staff some time to figure out how that additional funding will be set up.
- A detailed report will be provided at the next Legislative and Communications Committee meeting on March 18, 2021.
- Clarification on increasing the budget for the OC Streetcar Project and seeking additional supplemental allotment on contingency, until there is further analysis finalized by the Federal Transit Administration (FTA).
- Director Sarmiento suggested H.R. 1319 being a possible way to increase the contingency amount.



4. (Continued)

A motion was made by Director Do, seconded by Director Jones, and following a roll vote, declared passed 5-0, to:

- A. Authorize the use of up to an additional \$7.32 million in Measure M2 funds and up to \$8.29 million in additional Federal Congestion Mitigation and Air Quality Improvement Program funds to supplement the contingency for the OC Streetcar project. Along with other previously-approved funding adjustments of \$70,000, this will increase the Federal Transit Administration Full Funding Grant Agreement funding from \$407.76 million to \$423.44 million, with use of federal funds contingent on Federal Transit Administration approval.
- B. Authorize staff to process all necessary amendments to the Federal Transportation Improvement Program and execute or amend all necessary agreements to facilitate the above action.

5. Amendment to Agreement for Construction Management Services for the OC Streetcar Project

Jim Beil, Executive Director of Capital Programs, reported on the following:

- Overview of PGH Wong Engineering, Inc., (PGH Wong) and their duties to manage the construction of the OC Streetcar Project.
- Numerous challenges in the initial stages of construction and design clarifications and deficiencies have extended the overall construction duration.
- PGH Wong's time and material burn rates have been higher than what was anticipated and have resulted in a contract amendment to increase funding.
- The overall assessment is not being finalized until the FTA completes its own detailed cost and schedule risk analysis.
- Staff will return at a later date to request an additional amendment after the FTA has completed its risk analysis.

A motion was made by Director Do, seconded by Director Sarmiento, and following a roll vote, declared passed 5-0, to authorize the Chief Executive Officer to negotiate and execute Amendment No. 11 to Agreement No. C-6-0926 between the Orange County Transportation Authority and PGH Wong Engineering, Inc., in the amount of \$6,829,862, and extend the agreement term through November 30, 2021, for continued OC Streetcar project construction management services. This will increase the maximum cumulative obligation of the agreement to a total contract value of \$17,983,474.



6. Bus Operations Performance Measurements Report for the Second Quarter of Fiscal Year 2020-21

Johnny Dunning, Jr., Department Manager of Scheduling and Bus Operations Support, provided a PowerPoint presentation.

A discussion ensued regarding:

- How on-time performance has improved due to less congestion, lower ridership volumes, and shorter dwell times.
- How Contracted Fixed-Route service has performed above the safety standard which has not been seen before.
- The areas of Orange County where bus service operates is different based on traffic patterns.
- Customer complaints have been decreasing for both directly-operated and contracted-fixed route services.
- Determining how ridership will change once the travel restrictions are lifted and staff is preparing as best as they can.
- “Systematic change” versus “temporary change,” in regards to ridership.
- The differences in tracking ridership with employment prior to the coronavirus pandemic.

Following a discussion, no action was taken on this receive and file information item.

Discussion Items

7. OC Bus Service Update

Johnny Dunning, Jr., Department Manager of Scheduling and Bus Operations Support, and Ryan Maloney, Section Manager of Marketing and Customer Service, co-presented a PowerPoint presentation.

No action was taken on this information item.



8. Chief Executive Officer's Report

Darrell E. Johnson, Chief Executive Officer (CEO), reported on the following:

- This week the Orange County Transportation Authority (OCTA) hosted three public meetings via Zoom to gain feedback from customers on the June service change and future transit planning efforts. Meetings were held in English, Spanish, and Vietnamese and more than 160 people participated. Staff will continue to collect feedback by using a customer questionnaire and multilingual channels, and will update the Board of Directors on all June service change feedback next month prior to the Public Hearing.
- Tonight, OCTA will be presenting an update on the recently completed Rail Infrastructure Study to the San Clemente Coastal Advisory Committee. The study was conducted in partnership with the California Department of Transportation, completed in January 2021, and focused on a 25-mile section of railway from Jeffery Road in Irvine to the Orange/San Diego county border – looking at how severe storms and weather events affect this rail corridor. The final report established a plan for OCTA to respond to and prepare for future climate-related risk.

9. Committee Members' Reports

Committee Chairman Shaw asked about the Public Member being assigned to the Transit Committee and Mr. Johnson, CEO, confirmed that the committee assignments, which were approved in January, outlined the Public Member on the Transit Committee.

10. Closed Session

There were no Closed Session items scheduled.



11. Adjournment

The meeting adjourned at 10:03 a.m.

The next regularly scheduled meeting of this Committee will be held at **9:00 a.m. on Thursday, April 8, 2021**, at the Orange County Transportation Authority Headquarters, Conference Room 07, 550 South Main Street, Orange, California.

ATTEST

Tim Shaw
Committee Chairman

Sahara Meisenheimer
Deputy Clerk of the Board



April 8, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

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Subject: Amendment to Agreement for Coach Operator, Operations Instructor, and Field Supervisor Uniforms

Overview

On May 22, 2017, the Board of Directors approved an agreement with Becnel Uniforms to supply uniforms for coach operators, training instructors, and field supervisors on an as-needed basis for a three-year initial term, with two one-year option terms. The first option term will expire June 30, 2021. Board of Directors' approval to exercise the second option term is requested.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-6-1442 between the Orange County Transportation Authority and Becnel Uniforms, in the amount of \$50,000, to exercise the second option term of the agreement from July 1, 2021 through June 30, 2022, for continued uniform supply services. This will increase the maximum obligation of the agreement to a total contract value of \$871,852.

Discussion

The Orange County Transportation Authority (OCTA) contracts with a uniform services contractor to supply the uniforms needed for coach operators, operations instructors, and field supervisors. Uniforms for coach operators and support staff provide a professional appearance and promote confidence in OCTA's ability to provide safe and reliable service to the public. The uniform program is established in compliance with the Coach Operator Collective Bargaining Agreement, as well as the Personnel and Salary Resolution for employees who fall under the classification of coach operator, operations instructor, and field supervisor. OCTA provides an annual uniform allowance for new hire coach operators of \$280, plus a one-time purchase of a jacket up to \$170. The annual allowance for existing coach operators is \$245, and up to a \$500 annual allowance for support staff. Additional funds are provided for special

circumstances such as weight loss, maternity, and the Bus Roadeo competition. The allowance is intended as a supplement to annual uniform costs employees may incur. These annual allowances have remained consistent over the last ten years.

Procurement Approach

The procurement was handled in accordance with OCTA Board of Directors (Board)-approved policies and procedures for professional and technical services. On May 22, 2017, the Board approved award of the agreement with Becnel Uniforms, for a three-year initial term with two, one-year option terms, from July 1, 2017 through June 30, 2020, in the amount of \$821,852. On July 1, 2020, the first option term was exercised to extend the term of the agreement for 12 months through June 30, 2021. The original agreement was awarded on a competitive basis and has been previously amended as described in Attachment A.

The proposed Amendment No. 2 is to exercise the second option term of the agreement through June 30, 2022, consistent with the rates negotiated in the original agreement. Amending this agreement will increase the maximum cumulative payment obligation by \$50,000 to continue providing uniform services to meet current staffing levels, bringing the total contract value to \$871,852.

Fiscal Impact

The project was approved in the OCTA Fiscal Year 2020-21 Budget, Bus Operations Department, Account No. 2121-7287-D1123-332, and is funded through Local Transportation Funds.

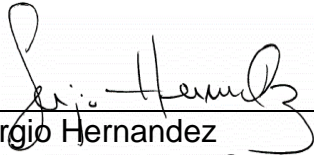
Summary

Staff recommends the Board of Directors authorization for the Chief Executive Officer to negotiate and execute Amendment No. 2 to Agreement No. C-6-1442, in the amount of \$50,000, to exercise the second one-year option term of the agreement through June 30, 2022, for uniform supply services. This will increase the maximum obligation of the agreement to a total contract value of \$871,852.

Attachment

- A. Becnel Uniforms, Agreement No. C-6-1442 Fact Sheet

Prepared by:



Sergio Hernandez
Section Manager, Operations Training
(714) 560-5461

Approved by:



Jennifer L. Bergener
Chief Operating Officer, Operations/
Deputy Chief Executive Officer
714-560-5462



Pia Veasapen
Director, Contracts Administration and
Materials Management
(714)-560-5619

**Becnel Uniforms
Agreement No. C-6-1442
Fact Sheet**

1. May 22, 2017, Agreement No. C-6-1442, \$821,852, approved by the Board of Directors (Board).
 - Agreement to supply uniforms for coach operators, training instructors, and field supervisor on an as-needed basis.
 - Initial Term effective July 1, 2017 through June 30, 2020, with two, one-year option terms.
2. July 1, 2020, Amendment No. 1 to Agreement No. C-6-1442, \$0, approved by Contracts Administration and Materials Management Department.
 - Amendment to exercise the first option term and extend the term of agreement through June 30, 2021 with no increase to the maximum cumulative payment obligation.
 - Revised insurance requirements.
3. April 12, 2021, Amendment No. 2 to Agreement No. C-6-1442, \$50,000, pending approval by the Board.
 - Amendment to exercise the second option term and extend the term of agreement through June 30, 2022.

Total committed to Becnel Uniforms, Agreement No. C-6-1442: \$871,852



April 8, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

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Subject: Sole Source Agreement for Transmission Dynamometer Upgrade

Overview

The Orange County Transportation Authority utilizes a fleet of 498 compressed natural gas-powered 40-foot and 60-foot buses equipped with Allison transmissions. These units require a periodic rebuild performed by the Maintenance Department. A transmission dynamometer is used to test these transmissions after rebuilding to ensure they are operating within the manufacturer's specifications. The current dynamometer was last updated over ten years ago and lacks the technology to test the newer transmissions in the fleet. Staff is requesting Board of Directors' approval to initiate a sole source agreement to upgrade the current transmission dynamometer.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute sole source Purchase Order No. A46961 between the Orange County Transportation Authority and Power Test, Inc., in the amount of \$68,540, for the upgrade of the current transmission dynamometer control panel.

Discussion

The transmission is a major component of the buses' drivetrain and requires periodic rebuilding. A standard transmission rebuild replaces normal wear to components and brings the transmission back to the manufacturer's operating specifications. Performing this work in-house produces a more economical and reliable end product. Testing the rebuilt transmissions on a dynamometer ensures that the rebuild was done correctly and that the transmissions will perform as designed once installed in a bus. The current dynamometer's control panel and related software is obsolete and is no longer capable of testing the transmissions used in the newer buses.

Procurement Approach

This procurement was handled in accordance with The Orange County Transportation Authority (OCTA) Board of Directors' (Board)-approved policies and procedures for a sole source procurement.

Power Test Inc. (Power Test) is the sole developer and proprietor of the control panel for the Hicklin Transmission Dynamometer and is the only contractor who can perform the services and supply equipment required to ensure the successful completion of the transmission dynamometer upgrade. Therefore, this procurement meets the guidelines for a sole source procurement, as the product is available from only one responsible source and no other supplier can meet the requirements.

Power Test's quote was reviewed by staff from Contracts Administration and Materials Management and Maintenance Specialty Shop Administration departments to ensure compliance with the contract's terms and conditions, as well as the technical requirements.

In accordance with OCTA's procurement policies and procedures for a sole source procurement, a sole source agreement over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct a price review of the vendor's proposed pricing. Internal Audit's review found that pricing provided by Power Test to OCTA was comparable to other government agency pricing. Therefore, pricing is deemed fair and reasonable.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Purchase Order No. A46961 between the Orange County Transportation Authority and Power Test, Inc., in the amount of \$68,540 for the upgrade of the current transmission dynamometer control panel.

Attachment

None.

Prepared by:

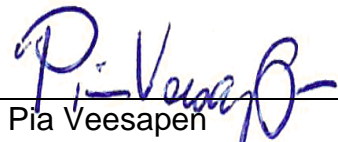


Dayle Withers
Department Manager,
Maintenance Administration
714-560-5538

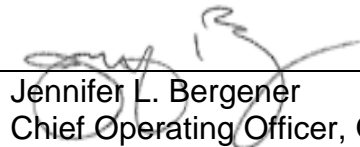
Approved by:



Cliff Thorne
Director, Maintenance and Motorist
Services
714-560-5975



Pia Veesapen
Director, Contracts Administration and
Materials Management
714-560-5619



Jennifer L. Bergener
Chief Operating Officer, Operations/
Deputy Chief Executive Officer
714-560-5462



April 8, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Bus Restructuring Study Consultant Selection

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is positioned in the upper right area of the document.

Overview

The Orange County Transportation Authority requires the services of a firm to assist in the development of recommendations for restructuring the OC Bus fixed-route bus system. A competitive procurement has been conducted, and proposals were received in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested for the selection of a firm to perform the required work.

Recommendations

- A. Approve the selection of Transportation Management and Design, Inc., as the firm to assist in restructuring the OC Bus fixed-route bus system.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2739 between the Orange County Transportation Authority and Transportation Management and Design, Inc., in the amount of \$549,914, to assist in the development of recommendations for restructuring the OC Bus fixed-route bus system.

Discussion

The Orange County Transportation Authority (OCTA) last completed a comprehensive bus restructuring study of OC Bus service in 2012. The "Transit System Study" was the basis for changes to OC Bus service between 2016 and 2018. In general, these changes reallocated service from lower productivity routes and areas to core service areas where these resources could yield additional ridership and improved productivity. The coronavirus (COVID-19) pandemic has affected transit ridership significantly in Orange County and throughout the nation. As part of the continuous efforts to review the OC Bus fixed-route system, OCTA is looking to restructure the OC Bus system based on recent changes in demand, travel patterns, and funding.

OCTA requires a consultant team with a full range of professional and technical skills to fulfill and effectively integrate the tasks outlined in the scope of work. The selected consultant team shall have a demonstrated understanding of Orange County and the principles and best practices for restructuring bus service. The project will be broken into three distinct phases. Phase 1 consists of extensive research of prior studies and the current and projected transit and transportation landscape. Phase 2 entails the development and refinement of a service plan with recommended changes to the OC Bus system. Finally, Phase 3 would develop and implement the recommended service plan. The base contract will include phases 1 and 2. OCTA will have the option to exercise Phase 3, depending on the need for consultant services. A comprehensive public outreach component will be implemented to solicit public input throughout each phase of the study.

Procurement Approach

This procurement was handled in accordance with OCTA Board of Directors-approved procedures for professional and technical services. In addition to cost, many other factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as project organization and staffing, prior experience with similar projects, work plan, as well as cost and price.

On January 11, 2021, Request for Proposals (RFP) 0-2739 was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on January 12 and 18, 2021. A pre-proposal conference was held on January 18, 2021, with attendees representing six firms. Three addenda were issued, including a copy of the pre-proposal registration sheet, the pre-proposal conference presentation and responses to questions related to the RFP.

On February 8, 2021, three proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Transit Service Planning, Marketing and Customer Engagement, Schedule and Bus Operations Support, and Public Outreach departments, as well as an external representative from the Los Angeles County Metropolitan Transportation Authority (LA Metro) met to review all proposals received. The proposals were evaluated based on the following evaluation criteria and weightings:

- Qualifications of the Firm 25 percent
- Staffing and Project Organization 30 percent
- Work Plan 25 percent
- Cost and Price 20 percent

Several factors were considered in developing the criteria weightings. Qualifications of the firm was weighted at 25 percent to emphasize the importance of firms demonstrating relevant experience restructuring bus route systems for transportation agencies. Staffing and project organization was weighted highest at 30 percent to ensure the proposed project team demonstrated the required skills and expertise in bus restructuring, because the staff will be recommending various approaches to restructuring the OC Bus system. Work plan was weighted at 25 percent as the firm's final product needed to demonstrate a comprehensive approach to developing recommendations for improvement of the OC Bus system. Cost and price was weighted at 20 percent to ensure OCTA receives competitive pricing for this project.

On February 23, 2021, the evaluation committee reviewed all proposals received based on the evaluation criteria and interviewed all proposing firms. The three proposing firms are listed below in alphabetical order:

Firm and Location

Jarrett Walker & Associates, LLC (JWA)
Portland, Oregon

Nelson/Nygaard Consulting Associates (Nelson/Nygaard)
San Francisco, California

Transportation Management & Design, Inc. (TMD)
Carlsbad, California

On March 2, 2021, the evaluation committee interviewed all three firms. The interviews consisted of a presentation to demonstrate the firms' understanding of OCTA's requirements for this project. Specifically, the firms were requested to describe their approach to restructuring the OC Bus fixed-route system.

The firms' project managers and key team members had an opportunity to present qualifications and respond to the evaluation committee's questions. Questions were asked relative to the firms' experience performing similar services, incorporating public feedback into the redesign, existing/growing

ridership, and the potential long-term impacts on transit ridership. Finally, firms were asked specific clarification questions related to each firm's proposal.

After considering the responses to the questions asked during the interviews, the evaluation committee reviewed the preliminary rankings and adjusted individual scores. The overall ranking of the firms did not change as a result of the interviews.

Based on the evaluation of written proposals, information obtained from the interviews, as well as cost and price, the evaluation committee recommends TMD for consideration of the award. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

TMD was founded in 1988 and has 20 employees. The firm is located in the City of Carlsbad. TMD demonstrated relevant experience as shown in the completed San Diego Metropolitan Transit System (MTS) Transit Optimization Plan for the San Diego MTS, the Transit System Study (TSS) for OCTA, as well as the ongoing NextGen Bus Study for LA Metro, all of which are projects similar in complexity to the services required for this project and for agencies that are either comparable in size or larger than OCTA. TMD proposed three subcontractors that have experience working on similar projects and which will manage various tasks of the project. Cambridge Systematics will lead development of the survey and trip planner comparison tool. PBA Transit Planning will assist with the data elements required as input for the project's visualization tools. Stantec will analyze current OC ACCESS and OC Flex services data, as well as the development of alternative service concepts.

JWA was founded in 2011 and has 14 employees. The firm's relevant experience includes the review and redesign of the Valley Transportation Authority bus network in Santa Clara County and the Dublin Network Redesign for the National Transport Authority of Ireland. Both projects include analyzing and redesigning the existing public transportation network, engaging the public, and working with representatives of the local government authorities to strategize and complete the system redesign.

Nelson/Nygaard was established in 1987 and has 114 employees. Relevant experience includes the Foothill Transit Comprehensive Operational Analysis for Foothill Transit, the Torrance Transit Comprehensive Operational Analysis for the Torrance Transit System, and OCTA's OC Transit Vision, all of which included a system analysis component. The firm proposed three subcontractors with experience in similar transportation projects. The subconsultants Fehr and

Peers, Arellano Associates, and CSched have partnered with Nelson/Nygaard for over five years on multiple projects. Similar projects include the LA Metro Bus Rapid Transit Vision and Principles Study and the Torrance Transit Comprehensive Operational Analysis for the City of Torrance.

Staffing and Project Organization

TMD proposed qualified staff with experience in local and regional transit planning, market analysis, and redesign/restructuring transit systems. The proposed project manager has 15 years of transportation industry experience and has led similar projects, including OCTA's TSS project and LA Metro's NextGen Bus Study. The proposed project team has relevant experience with comprehensive transit studies such as the ongoing NextGen Bus Study for LA Metro and OCTA's TSS Project. These are significant projects as they include elements of analyzing comprehensive data, fixed-route bus systems, and projecting future travel demands. Additionally, TMD's proposed key personnel proposed over 40 percent availability on average to perform work on this project with the project manager indicating 70 percent availability. All of the individuals present for the interview responded to the evaluation committee's questions. The project team's responses included examples of multiple methods for engaging the community, an assessment of the COVID-19 pandemic impacts on transit demand, and their vision for the future of ridership in Orange County.

JWA proposed a project manager with over ten years of experience in transportation. The project manager and the majority of the proposed project team have previously worked together on the Long-Range Regional Transit Plan for Tucson, Arizona, and the Dublin Network Redesign. Both projects are relevant as they are complete restructures of existing bus/transportation systems. Although all of the key personnel were present during the interview, the majority of responses were provided by the principal for the project with minimal participation from the proposed project manager or the rest of the project team in attendance.

Nelson/Nygaard proposed a project manager with 15 years of experience in transportation. The proposed project manager has managed the Torrance Transit Comprehensive Operational Analysis for the City of Torrance and is currently working on the CityLink Comprehensive Operational Analysis for the Greater Peoria Mass Transit District in Peoria, Illinois. Both projects include a comprehensive assessment, extensive community outreach, service improvements, and recommendations for future system planning. During the interview, the proposed project team provided general responses to questions.

Work Plan

TMD presented a comprehensive work plan that addressed all the elements of the scope of work. The firm discussed a balanced approach to outreach and communication to the public as required by the scope of work. TMD provided a clear approach to completing the work plan, as well as extensive technical details that addressed the requirements in the scope of work, such as how they will gather and utilize transit/transportation data and their methods for conducting outreach activities throughout the different phases of the project. The firm also proposed to create an external public web portal to receive public feedback with the ability for OCTA to download the data directly from a website.

JWA's work plan addressed the various elements of the scope of work and included an explanation for each step. The firm's work plan focused heavily on customer feedback and lacked details in addressing the technical requirements of the project. The firm's proposal and interview further demonstrated its approach to engaging the community to gather data. The firm provided limited information on its technical approach including collection and analysis of data. The firm's work plan was heavily focused on performing public outreach during various phases of the project, which could potentially impact the project schedule to exceed the proposed project completion date.

Nelson/Nygaard presented a work plan that addressed all of the key elements of the scope of work. The firm described the level of effort for each task. Nelson/Nygaard also proposed to use an online web portal as their primary method to gather public feedback as required for this project. However, during the interview, the firm was not able to elaborate on the features of the public web portal, as the subconsultant responsible for the design was not in attendance.

Cost and Price

Pricing scores were based on a formula which assigned the highest score to the firm with the lowest firm-fixed price and scored the other proposals' firm-fixed price based on their relation to the lowest firm-fixed price. Although TMD's total firm-fixed price was not the lowest, it was competitive among the prices received from the other two firms and was lower than the OCTA estimated budget. Therefore, TMD's proposed firm-fixed price was deemed fair and reasonable.

Procurement Summary

Based on the evaluation of written proposals, the firms' qualifications, information obtained from the interviews, as well as pricing, the evaluation committee recommends the selection of TMD as the top-ranked firm to assist in the restructuring of the OC Bus fixed-route system. TMD delivered a comprehensive proposal and interview that was responsive to the requirements of the RFP.

Fiscal Impact

Funding for this project is approved in OCTA's Fiscal Year 2020-21 Budget, Planning Division, Account No. 1539-7519-D0016-1LM, and is funded with local funds.

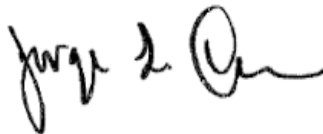
Summary

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2739 with Transportation Management and Design, Inc., in the amount of \$549,914, to assist in the development of recommendations to restructure the OC Bus fixed-route bus system.

Attachments

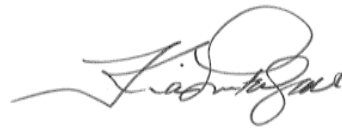
- A. Review of Proposals, RFP 0-2739 Restructuring the OC Bus Fixed-Route System
- B. Proposal Evaluation Criteria Matrix, RFP 0-2739 Restructuring the OC Bus Fixed-Route System
- C. Contract History for the Past Two Years, RFP 0-2739 Restructuring the OC Bus Fixed-Route System

Prepared by:



Jorge Duran
Service Planning Analyst, Principal,
Transit Planning
(714) 560-5765

Approved by:



Kia Mortazavi
Executive Director, Planning
(714) 560-5741



Pia Veessapen
Director, Contracts Administration and
Materials Management
(714) 560-5619

Review of Proposals
RFP 0-2739 Restructuring the OC Bus Fixed-Route System

Presented to the Transit Committee - April 8, 2021

3 proposals were received, 3 firms were interviewed, 1 firm is being recommended.

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Firm-Fixed Price
1	85	Transportation Management & Design, Inc. Carlsbad, California	Cambridge Systematics Stantec PBA Transit Planning	Experience conducting transit system studies and restructures. Firm established in 1988. Firm's experience includes the NextGen Bus Study for Los Angeles County Metropolitan Transportation Authority, Transit Optimization Plan for San Diego Metropolitan Transit System, and the Transit System Study for the Orange County Transportation Authority (OCTA). Proposed three subconsultants with specific experience in survey development, analyze the current and alternative OC Bus services/concepts, and develop the Hastus trip planning tool. Project manager has 15 years of relevant experience. Demonstrated a thorough and concise understanding of the OCTA's requirements. Provided a detailed flow chart of the technical process. Proposed external web portal to receive and download public feedback. Proposed competitive firm-fixed price.	\$ 549,914.00
2	82	Jarrett Walker & Associates, LLC Portland, Oregon	Dan Boyle & Associates Via Mobility, LLC	Experience conducting transit system studies and restructures. Firm established in 2011. Firm's experience includes the review and redesign of the Valley Transportation Authority bus network in Santa Clara County and the Dublin Network Redesign in Ireland. Subconsultants proposed for scheduling and operations. Project Manager with 10 years of experience in transportation. Limited information of the technical approach including collection and analyzing of data. Large focus on community outreach. Proposed lowest firm-fixed price.	\$ 484,229.00
3	81	Nelson/Nygaard Consulting Associates San Francisco, California	Fehr & Peers Arellano Associates CSched	Experience conducting transit system studies and restructures. Firm established in 1987. Firm's experience includes Foothill Transit Comprehensive Operational Analysis for Foothill Transit, and Torrance Transit Comprehensive Operational Analysis for the Torrance Transit System. Project manager with 15 years of experience in transportation. Proposed an online web portal similar to gather public feedback. Not able to respond to questions about the web portal during the interview. Proposed second lowest firm-fixed price.	\$ 525,000.00

Acronym

RFP - Request for Proposal

Evaluation Panel:

Internal:

- Contracts Administration and Materials Management (1)
- Transit Service Planning (1)
- Marketing and Customer Engagement (1)
- Schedule and Bus Operations Support (1)
- Public Outreach (1)

External:

- Los Angeles County Metropolitan Transportation Authority (1)

Proposal Criteria

- Qualifications of the Firm
- Staffing and Project Organization
- Work Plan
- Cost and Price

Weight Factors

- 25%
- 30%
- 25%
- 20%

**PROPOSAL EVALUATION CRITERIA MATRIX
RFP 0-2739 Restructuring the OC Bus Fixed-Route System**

Transportation Management & Design, Inc.							Weights	Overall Score
Evaluator Number	1	2	3	4	5	6		
Qualifications of Firm	4.5	4.5	4.0	4.5	4.5	4.5	5	22.1
Staffing/Project Organization	4.0	4.5	4.0	4.5	4.5	4.0	6	25.5
Work Plan	4.5	4.0	4.0	4.0	4.5	4.0	5	20.8
Cost and Price	4.1	4.1	4.1	4.1	4.1	4.1	4	16.4
Overall Score	85.4	85.9	80.4	85.9	88.4	82.9		85
Jarrett Walker & Associates, LLC							Weights	Overall Score
Evaluator Number	1	2	3	4	5	6		
Qualifications of Firm	4.0	4.5	4.5	4.0	4.0	4.5	5	21.3
Staffing/Project Organization	3.5	3.5	4.0	3.5	4.0	3.5	6	22.0
Work Plan	3.5	3.5	4.0	4.0	4.0	4.0	5	19.2
Cost and Price	5.0	5.0	5.0	5.0	5.0	5.0	4	20.0
Overall Score	78.5	81.0	86.5	81.0	84.0	83.5		82
Nelson/Nygaard Consulting Associates							Weights	Overall Score
Evaluator Number	1	2	3	4	5	6		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.5	4.0	5	20.4
Staffing/Project Organization	4.0	4.0	3.5	4.0	4.0	3.5	6	23.0
Work Plan	4.0	4.0	4.0	4.0	4.0	4.0	5	20.0
Cost and Price	4.4	4.4	4.4	4.4	4.4	4.4	4	17.6
Overall Score	81.6	81.6	78.6	81.6	84.1	78.6		81

Acronym

RFP - Request for Proposals

CONTRACT HISTORY FOR THE PAST TWO YEARS

RFP 0-2739 RESTRUCTURING THE OC BUS FIXED-ROUTE SYSTEM

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
Jarrett Walker & Associates, LLC						
Contract Type: None	N/A	N/A	N/A	N/A	N/A	N/A
Subconsultants: None						
			Sub Total			N/A
Nelson/Nygaard Consulting Associates						
Contract Type: Time and Expense	C-0-2003	Consultant Services for Project V	April 21, 2020	March 31, 2023		\$ 200,000
Subconsultants: None						
Contract Type: Time and Expense	C-9-1042	Orange County - Los Angeles Transit Connections Study	June 1, 2019	October 31, 2020		\$ 199,978
Subconsultants: Fehr and Peers					N/A	
Subconsultants: Arellano Associates					N/A	
			Sub Total			\$ 399,978
Transportation Management & Design, Inc.						
Contract Type: None	N/A	N/A	N/A	N/A	N/A	N/A
Subconsultants: None						
			Sub Total			N/A

Acronyms

RFP - Request for Proposals

N/A - Not Applicable



April 8, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Detail Bus Cleaning and Pesticide Application Services

Overview

On January 11, 2021, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals for detail bus cleaning and pesticide application services for directly operated and contract operated fixed-route OC Bus service and OC ACCESS services. As a result, proposals were received from qualified vendors and evaluated. Board of Directors' approval is requested to award an agreement to perform the described services to the most qualified vendor.

Recommendations

- A. Approve the selection of Gamboa Services, Inc., doing business as Corporate Image Maintenance, as the firm to provide detail bus cleaning and pesticide application services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2702 between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$1,076,726, for detail bus cleaning and pesticide application services for a three-year initial term effective May 1, 2021 through April 30, 2024, with a two-year option term.

Discussion

Transit buses routinely require detail cleaning and pesticide application services to effectively control pests. The Orange County Transportation Authority (OCTA) pest management program consists of contracted services for licensed application of pesticides, placement of bait, and detail cleaning after baiting. Detail cleaning is an important element of the program, providing for pest prevention as well as removal of chemical residue that follows pesticide

applications. OCTA has historically used a contractor experienced in detail bus cleaning, and appropriately certified to handle the chemicals used for this service. The contractor will provide required scheduled pesticide and bait application up to four times per year on buses and a complete interior detail cleaning after pesticide application on these buses. The current agreement for these services will expire on April 30, 2021, and a new agreement is necessary to ensure continuity of these services.

Procurement Approach

This procurement was handled in accordance with OCTA’s Board of Directors (Board)-approved procedures for professional and technical services. In addition to cost, many other factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as project organization and staffing, prior experience with similar projects, work plan, as well as cost and price.

On January 11, 2021, the Board authorized the release of Request for Proposals (RFP) 0-2702, which was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on January 11 and January 18, 2021. A pre-proposal conference was held on January 18, 2021, with four attendees representing four firms. Two addenda were issued to provide a copy of the pre-proposal registration sheet and to respond to questions related to the RFP.

On February 10, 2021, two proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Maintenance Resource Management, Maintenance Administration and Contracted Services Administration departments met to review all proposals received.

The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- Qualifications of the Firm 30 percent
- Staffing and Project Organization 20 percent
- Work Plan 25 percent
- Cost and Price 25 percent

Several factors were considered in developing the criteria weightings. Qualifications of the firm was weighted at 30 percent. The higher weighting in this category emphasized that the firm needed to demonstrate it had resources and relevant experience to provide detail bus cleaning and pesticide application

services. Staffing and project organization was weighted at 20 percent to ensure the proposed project team had the staff and expertise needed to perform the work. Work plan was weighted at 25 percent as the proposing firm had to demonstrate its understanding of the range of tasks included in the scope of work and understand OCTA's scheduling requirements. Cost and price was also weighted at 25 percent to ensure the services would be provided at competitive rates and that OCTA receives the best value for the services provided.

On February 22, 2021, the evaluation committee reviewed the proposals received based on the evaluation criteria and interviewed both firms. The two firms are listed below in alphabetical order:

Firm and Location

BriteWorks, Inc. (BWI)
Covina, California

Gamboa Services, Inc., doing business as Corporate Image Maintenance (CIM)
Santa Ana, California

On March 2, 2021, the evaluation committee interviewed both firms. The interviews consisted of a presentation to demonstrate the firms' understanding of OCTA's requirements for this project. The firms' project managers and key team members had an opportunity to present qualifications and respond to the evaluation committee's questions. The committee asked specific clarification questions related to the firms' experience, proposed staffing, and the approach to requested services. Each firm was requested to describe its approach to providing workforce safety and quality assurance/quality control measures.

After considering the responses to questions asked during the interviews, the evaluation committee reviewed the preliminary rankings and made adjustments to individual scores. However, the overall ranking of the firms did not change.

Based on the evaluation of written proposals' information obtained from the interviews, as well as cost and price, the evaluation committee recommends CIM for consideration of the award. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

CIM was established in the City of Santa Ana in 1994 and employs 54 full-time and part-time employees. The firm has provided commercial cleaning and maintenance services to large public and private agencies. CIM currently provides bus cleaning services and pesticide application along with supervision, equipment maintenance, pressure washing, window cleaning, labor, and materials for all OCTA buses. In addition, CIM currently provides cleaning services for the County of Orange libraries, probation departments, and sheriff stations, as well as for the Orange County Sanitation District. CIM's references provided very good response ratings for CIM's level of work and cleaning performance, success in providing quality control measures, as well as the firm's thorough detail cleaning processes and staff service levels and commitment.

BWI was established in the City of Covina in 1996 and has 170 employees. The firm has relevant experience providing similar services for the Los Angeles County Metropolitan Transportation Authority (LACMTA) providing daily bus cleaning and graffiti abatement services for the LACMTA rail lines. BWI currently provides janitorial services for the City and Police Department of Irwindale, Army Corp of Engineers, State of California General Services and 24-Hour Fitness facilities and are on an emergency on-call basis providing coronavirus sanitation and cleanup support for the County of Los Angeles Property Management Division Homeless Project. BWI's references provided very good response ratings for their customer service and cleaning services.

Staffing and Project Organization

CIM proposed an experienced project team with extensive maintenance management experience, detail bus cleaning, and a project manager with 15 years of project management experience. The firm demonstrated appropriate staffing is available to provide daily and weekend bus cleaning, replacement of interior window protectors, window descaling, window sealing, and seat cleaning. The firm provided a comprehensive schedule for bus cleaning in accordance with the scope of work requirements. The pesticide application will be performed by the subcontractor Orkin, who has extensive experience providing pesticide application services on buses and vehicles at OCTA, in addition to facilities at Hoag Hospital and the Anaheim Convention Center. The project team responded to all questions during the interview.

BWI's proposed team has worked together on several janitorial properties. The project manager has 15 years of experience in transportation and facilities cleaning. The firm proposed a small team of staff to perform the services at OCTA and lacked scheduling details. The firm proposed recruiting and hiring additional staff to work on services for OCTA. The subcontractor for pesticide

application offered a treatment approach prior to baiting each bus. The project team responded to all questions during the interview; however, the staffing plan for scheduled cleanings remained unclear.

Work Plan

CIM's proposed work plan was thorough and clear. The firm submitted a detailed and organized work plan outline. The work plan includes the firm's approach to completing the required services and how the scheduling assignments will be organized to ensure greater efficiency and quality. CIM provided a step-by-step approach to performing all required services in detail. CIM proposed the most comprehensive work plan and adequate staffing to support detailed work schedules.

BWI proposed a work plan that addressed elements of the scope of work in the written proposal; however, the proposed work plan lacked detail supporting supplemental cleaning tasks for bus cleanings. BWI proposed a comprehensive quality assurance/control and safety plan with regular site visits by one of BWI's supervisors to ensure that high cleaning standards are met. BWI conducts staff meetings for their employees to review cleaning processes, procedures, troubleshooting analysis, and time management.

Cost and Price

The firms were asked to provide firm-fixed prices to perform the required types of bus cleaning and pesticide application services per bus at the intervals identified in the scope of work. Scores were based on a formula that assigned the higher score to the lower proposed price and scored the other firm's price based on their relation to the lower proposed price. CIM proposed the lower price per bus. Therefore, CIM's proposed price is deemed fair and reasonable.

Procurement Summary

Based on the evaluation of the written proposals, the firms' qualifications, and the information obtained from the interviews, as well as pricing, the evaluation committee recommends the selection of CIM as the top-ranked firm to provide detail bus cleaning and pesticide application services. CIM delivered a comprehensive proposal and an interview that was responsive to the requirements of the RFP.

Fiscal Impact

The project is included in the OCTA Fiscal Year 2020-21 Budget, Transit Division, Maintenance Department, accounts 2162-7613-D3107-2WP, 2168-7613-D3107-2WP and 2194-7613-D3107-2WP, and Transit Division,

Contracted Services, accounts 2136-7613-D1208-0B2, 2137-7613-D2114-0B1, 2138-7613-D2108-0GH and 2148-7613-D2140-0JT, and is funded through the Local Transportation Fund.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2702 with Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$1,076,726, for detail bus cleaning and pesticide application services consisting of a three-year initial term effective May 1, 2021 through April 30, 2024, with a two-year option term.

Attachments

- A. Review of Proposals, RFP 0-2702 Detail Bus Cleaning and Pesticide Application Service
- B. Proposal Evaluation Criteria Matrix, RFP 0-2702 Detail Bus Cleaning and Pesticide Application Services
- C. Contract History for the Past Two Years, RFP 0-2702: Detail Bus Cleaning and Pesticide Application Service

Prepared by:


Marie Latino
Section Manager, Maintenance
Resource Management
(714) 560-5323

Approved by:


Cliff Thorne
Director, Maintenance and Motorist
Services
(714) 560-5975


Pia Veessen
Director, Contracts Administration and
Materials Management
(714) 560-5619


Jennifer L. Bergener
Chief Operating Officer, Operations/
Deputy Chief Executive Officer
(714) 560-5462

Review of Proposals
RFP 0-2702 Detail Bus Cleaning and Pesticide Application Service
Presented to the Transit Committee on April 8, 2021
2 proposals were received, 2 firms were interviewed, 1 firm is being recommended

Overall Ranking	Proposal Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Initial Term Three-Year Average Per Bus
1	84	Gamboa Services, Inc. doing business as Corporate Image Maintenance Santa Ana, California	Orkin Commercial Services	The firm was established in 1994 and has 54 employees. Currently provides bus cleaning services and pesticide application for all Orange County Transportation Authority (OCTA) buses. The firm currently provides cleaning services to County of Orange and Orange County Sanitation District. The firm's references provided very good responses on the firm's level of work and cleaning performance. The firm proposed an experienced project team with detail bus cleaning services backgrounds. The proposed project manager has 15 years of experience. The firm submitted a detailed and organized work plan outline. Provided lower pricing. The project team responded to all questions at the interview.	40-Foot = \$174 60-Foot = \$284 Paratransit = \$106
2	74	BriteWorks, Inc. Covina, California	Isotech Pest Management	The firm was established in 1996 and has 170 employees. The firm provides daily bus cleaning and graffiti abatement services for Los Angeles rail lines. Provides cleaning services for the City and Police Department of Irwindale, Army Corp of Engineers, and State of California General Services. The firm's references provided very good responses on the firm's level of work and cleaning performance. Proposed an experienced team with detail bus cleaning backgrounds. The firm proposed a small team of staff to perform the services at OCTA and lacked scheduling details. The project manager has 15 years of experience in transportation and facilities cleaning. The proposed work plan lacked detail supporting supplemental cleaning tasks for bus cleanings. The firm had higher pricing. The project team responded to all questions during the interview; however, staffing assignments for cleanings remained unclear.	40-Foot Bus = \$261 60-Foot Bus = \$310 Paratransit = \$220

Evaluation Panel

Contracts Administration and Materials Management (1)
Maintenance Resource Management (1)
Maintenance Administration (2)
Contracted Services Administration (1)

Proposal Criteria

Qualifications of the Firm
Staff and Project Organization
Work Plan
Cost and Price

Weight Factors

30 percent
20 percent
25 percent
25 percent

PROPOSAL EVALUATION CRITERIA MATRIX

RFP 0-2702 BUS DETAIL CLEANING AND PESTICIDE APPLICATIONS SERVICES

Gamboa Services, Inc. dba Corporate Image Maintenance						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.0	6	24.00
Staffing/Project Organization	4.0	4.0	4.0	3.5	3.5	4	15.20
Work Plan	4.0	4.0	4.0	3.5	4.0	5	19.50
Cost and Price	5.0	5.0	5.0	5.0	5.0	5	25.00
Overall Score	85.0	85.0	85.0	80.5	83.0		84
BriteWorks, Inc.							
BriteWorks, Inc.						Weights	Overall Score
Evaluator Number	1	2	3	4	5		
Qualifications of Firm	4.0	4.0	4.0	4.0	4.0	6	24.00
Staffing/Project Organization	3.5	3.5	3.5	3.0	3.0	4	13.20
Work Plan	4.0	3.5	4.0	3.5	3.5	5	18.50
Cost and Price	3.7	3.7	3.7	3.7	3.7	5	18.50
Overall Score	76.5	74.0	76.5	72.0	72.0		74

CONTRACT HISTORY FOR THE PAST TWO YEARS

RFP 0-2702: Detail Bus Cleaning and Pesticide Application Service

Prime and Subconsultants	Contract No.	Description	Contract Start Date	Contract End Date	Subconsultant Amount	Total Contract Amount
Gamboa Services, Inc. DBA Corporate Image Maintenance						
Contract Type: Time and Expense	C-5-3680	Detail Bus Cleaning and Pesticide Application Services	May 5, 2016	April 30, 2021		\$1,426,318.00
Subconsultants: <i>Orkin Pest Control</i>						
Contract Type: Time and Expense	C-7-1723	Janitorial Services	November 1, 2017	October 31, 2022		\$5,787,111.00
Subconsultants:						
<i>Alert Power Washing</i>						
<i>Orange County Window Cleaning</i>						
Sub Total						\$7,213,429
BriteWorks, Inc.						
Contract Type:		None				
Subconsultants:						
Sub Total						\$0



April 8, 2021

To: Transit Committee
From: Darrell E. Johnson, Chief Executive Officer
Subject: OC Streetcar Project Quarterly Update

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is written over the "From:" line of the header.

Overview

The Orange County Transportation Authority is implementing the OC Streetcar project, and updates are provided to the Board of Directors on a quarterly basis. This report provides an update on OC Streetcar project activities from January 2021 through March 2021.

Recommendation

Receive and file as an information item.

Background

The Orange County Transportation Authority (OCTA), in cooperation with the cities of Santa Ana and Garden Grove, is implementing a modern streetcar running between the Santa Ana Regional Transportation Center in the City of Santa Ana (City) and the intersection of Harbor Boulevard and Westminster Avenue in the City of Garden Grove. The OC Streetcar project (Project) will improve transit connectivity and accessibility, increase transit options, relieve congestion, and provide benefits to the community and traveling public. The Project is being implemented as part of Measure M2 Project S – Transit Extensions to Metrolink, approved by Orange County voters in November 2006.

Construction of the 4.15-mile Project line involves complex and specialized work, including the installation of embedded track in existing streets, an overhead contact system (OCS) to supply power to the vehicles, stops with canopies, bridges, and a maintenance and storage facility (MSF).

The Project includes ten streetcar stops in each direction (four shared center platforms and six side platforms in each direction, for a total of 16 platforms). Each stop includes a canopy, benches, leaning rails, trash cans, lighting,

variable message signs, video cameras, a public address system, and ticket vending machines, which will be procured separately. Platforms will be 14 inches high to enable level boarding to streetcar vehicles. Furthermore, the installation of new traffic signals and transit signal priority at intersections along the route is also included.

The MSF can accommodate up to 15 modern streetcar vehicles, as well as all necessary administration, operations, vehicle maintenance, parts storage, and maintenance-of-way needs for the Project. Secured exterior vehicle storage, including a wye track for turning vehicles end-for-end, a free-standing vehicle wash, employee parking, and fire department/delivery access will also be included.

On March 26, 2018, the Board of Directors (Board) awarded a contract to Siemens Mobility, Inc., (Siemens) for the manufacture and delivery of eight modern streetcar vehicles, spare parts, and special tools. On September 24, 2018, the Board awarded the Project construction contract to Walsh Construction Company II, LLC (Walsh). On November 30, 2018, the Federal Transit Administration (FTA) executed the Full Funding Grant Agreement (FFGA), securing \$149,000,000, in federal New Starts discretionary funding for the Project. In February 2019, the FFGA was funded through the FTA Transit Award Management System, which was the final step necessary to begin the drawdown of federal funding. Through March 15, 2021, \$57,378,721, has been drawn down on the FFGA.

Discussion

The following is the status of ongoing project activities related to construction, vehicle manufacturing, and public outreach.

Construction

In the Pacific Electric Right-of-Way (PEROW), Walsh continues to install OCS pole foundations, duct banks, and three soundwalls. A short retaining wall on the south side of the Harbor Station parking lot was completed, and the sidewalks and medians on Westminster Avenue have been restored. Minor concrete placements on the Westminster and Santa Ana River bridge decks continue, including upcoming placement of plinths, which are raised curbs that the rail is affixed to. Double-sided station platforms at Fairview Street and Raitt Street are under construction, and conduits are being installed at the Harbor Station. Electrical conduits are being placed to serve traction power substations near Westminster Avenue and at the northwest corner of the MSF.

Construction of the MSF is critical to the Project schedule, as it is needed to accept delivery and conduct final acceptance testing for the eight vehicles

being manufactured by Siemens. OCTA continues to coordinate with FTA and the Most Likely Descendant on the reinterment of the Native American cultural remains, which were encountered during excavations at the MSF site in fall 2020. Construction work continues on the site utilities, foundation slab, wheel-truing pit, service and inspection pits, perimeter block wall, and the storm drainage infiltration basin was installed. MSF construction delays have been experienced while waiting for design of cathodic and stray current protection, as well as the associated procurement of the materials. Staff will be seeking Board approval of a construction change order (CCO) to compensate Walsh for changes to the MSF plans associated with building permit design compliance requirements in the second quarter of 2021.

Construction of westbound embedded track on Santa Ana Boulevard between Bristol Street and Raitt Street and between Parton Street and French Street is ongoing. As noted in the communication to the Board on February 23, 2021, several challenges encountered in both sections have impeded track installation progress resulting in portions of the streets being inaccessible for longer periods than originally scheduled. A surveying error at the Bristol Street intersection and a detail related to the streetcar traffic signal detector system near Raitt Street have been resolved and track installation is proceeding. Work to install eastbound embedded track on Santa Ana Boulevard between Raitt Street and Bristol Street is estimated to begin in April 2021. Excavation for embedded track on Santa Ana Boulevard between Mortimer Street and Parton Street exposed about 20 undocumented shallow utilities and one storm drain in conflict with the communications and traction power duct bank, which is installed under the track slab. Some delays were encountered as a new localized track slab and duct bank design detail were developed to enable work to proceed. These new design details will also be utilized on future unknown conflicts.

Walsh has been authorized to undertake advanced “mini-trench” excavation explorations, the width of the duct bank, in future track bed segments to identify unknown utilities which may be present. This will help in minimizing delays and disruptions if additional unknown utilities are encountered. Staff will be seeking Board approval of a supplemental CCO to compensate Walsh for additional utility conflicts in the second quarter of 2021. Other activities in the city streets include continued installation of OCS and traffic signal pole foundations, and the reconstruction of impacted sidewalks and curb ramps.

During the reporting quarter, the construction management team worked on preparation of additional CCOs, including design modifications to the traction power substations, traffic signal interconnects, additional removal and disposal of contaminated soil in the PEROW, and over-excavation of unsuitable soil on Santa Ana Boulevard. Staff anticipates seeking Board approval of these CCOs in the second quarter of 2021.

Vehicle and Operations

Siemens continues production of eight S700 streetcar vehicles in the City of Sacramento. OCTA has an on-site resident inspector at the Siemens facility to oversee the vehicle manufacturing process and ensure compliance with the technical specifications. The first six vehicles are currently undergoing static and dynamic testing. Static testing is when the vehicle is stationary inside the facility to verify functionality of components in a controlled environment. Static testing starts earlier in the testing sequence and is also referred to as verification testing. Dynamic testing is performed on the test track and the vehicle is in motion. Dynamic testing allows the vehicle manufacturer to observe the functional behavior of the vehicle, monitor system functionality and performance in vehicle operation, and verify response time. This testing process usually takes approximately two months to verify component and system functionality. The remaining two cars, Cars 7 and 8, are in equipping and final assembly and are anticipated to begin static and dynamic testing in the next quarter.

During the reporting period, a First Article Inspection (FAI) was conducted for the energy absorbing bumper. The energy absorbing bumper is the first of its kind in production by Siemens for the S700 vehicle and is specific to the rail vehicles at OCTA and the City of Phoenix, Arizona. The bumper's unique design incorporates enhanced safety features and can be more easily repaired in the event of an incident, resulting in reduced downtime and ensuring vehicle availability. During the FAI, staff witnessed multiple performance tests and discussed design modifications required before the bumper design was finalized. Two other vehicle components that remain in final design review are the emergency battery drive and the flange lube system, which are both estimated to be closed out next quarter. Additionally, staff coordinated with Siemens in closing out items from the vehicle door FAI that occurred last quarter. FAIs are a contract requirement and a critical component of the manufacturing process to ensure that each component of the vehicle is built according to specifications and quality control measures are met.

Ongoing coordination with Siemens on the design features and FAIs of multiple vehicle components, as well as extended testing efforts for the vehicle door, energy absorbing bumper and emergency battery drive, has impacted the anticipated dates for delivery of the S700 vehicles. As a result, Siemens submitted a revised master program schedule to reflect current progress of production and to propose vehicle completion late in the second quarter. This revised schedule is currently in review by OCTA. Staff is in negotiations with Siemens regarding options for vehicle storage to align with the availability of the Project infrastructure that is needed to accept and test the vehicles. Staff will return to the Board later this year with any contract amendments required for Siemens as a result of these discussions.

On January 19, 2021, a Request for Proposals (RFP) was released for a rail tow vehicle (RTV), which will be used during the testing and commissioning of the system, and in revenue service as an emergency tow vehicle. As of the due date of February 17, 2021, no bids were received for the RFP. Staff followed up with multiple prospective vendors and learned that the nature of the track alignment, specifically the ability of an RTV to navigate 20-meter curves, was a significant challenge in meeting the technical specification. Subsequently, staff has modified the technical specification to allow for an alternative option that eliminates the requirement for tow vehicle to be in high-rail mode (riding on rails) while traversing the 20-meter curves. The RFP has been released with the revised technical specification, and bids are due on April 14, 2021. Staff is also enhancing outreach efforts to the industry given the nature of this specialized vehicle and anticipates returning to the Board in June 2021 for approval of an RTV contract award.

During the quarter, staff coordinated with the operations and maintenance contractor, Herzog Transit Services (Herzog), on timing for the execution of the contract and the potential for a limited notice to proceed with Herzog while the Project completion date is being evaluated, as was discussed with the Board in March 2021.

Public Outreach

Coronavirus protocols continued throughout this reporting period, where in-person events were cancelled, and outreach staff continued to rely on electronic and phone notifications for most of its efforts. In addition, bilingual notices were delivered to residents and businesses along portions of Santa Ana Boulevard with active track excavation to highlight specific activities, such as excavations, rail placement, and concrete placement occurring in front of homes and businesses.

OCTA is aware of the issues experienced by the residents on Santa Ana Boulevard between Bristol Street and Raitt Street. Bilingual outreach staff conducted door-to-door canvassing to residents providing an opportunity to acknowledge the inconveniences, explain the cause of the delays, and answer questions about the Project and upcoming work. Residents were gracious and many expressed appreciation for the opportunity to discuss concerns. A bilingual fact sheet explaining the track installation process and a bilingual construction brochure with the Project timeline and descriptions of project phases were provided.

The upcoming segment for work on Fourth Street presents unique challenges due to the concentration of businesses with visitors on Fourth Street between Ross Street and Mortimer Street. A field walk with Walsh, construction management representatives, and City staff was conducted to identify and

highlight specific needs for Walsh, businesses, and visitors given the access and parking needs of the area. Although the exact schedule for the start of this work has not been confirmed, this preparatory effort will allow for informing the businesses and residents about access and phasing of activities.

As part of continually evaluating and enhancing outreach efforts, staff is refreshing the biweekly eblast to include bilingual descriptions of construction highlights. A new link to an interactive map on the Project website with bilingual descriptions of work activities is in development and will be debuted next quarter.

OCTA's Eat Shop Play program has expanded to 47 participants, exceeding the goal of 40 businesses. Targeted social media campaigns and biweekly newsletters continue to feature businesses and include information about local community events.

Both business associations continued to identify projects and programs to expand marketing efforts to develop and implement events to bring visitors safely into Downtown Santa Ana. In addition, modest investments have been made in additional signage and banners to create interest and excitement for visitors. Technical assistance is also being provided to business owners interested in virtual networking and having an increased web presence to accommodate ecommerce opportunities.

Cost and Schedule

In March 2021, the Board approved the use of \$15.68 million in additional funding to supplement the Project contingency. The Project cost and schedule to complete is under review by OCTA and FTA, considering the challenges encountered and outstanding project risks. Staff will return to the Board on or before November 2021 to present the results of FTA's risk analysis, as well as recommendations for the cost and schedule adjustments needed to complete the Project. The Project cost history documented from key decision points is provided in Attachment A.

The schedule to complete construction and achieve the revenue service date (RSD) has been extended due to realization of known and unplanned risks, including contaminated materials, removal of undocumented underground tank and well and other buried man-made objects, cultural discovery at the MSF, the high number of undocumented utility conflicts, unsuitable subgrade soils, contractor non-compliance and rework, and resolution of design plan and specification deficiencies and omissions. OCTA staff and Walsh are not in agreement on the impact, and in some cases responsibility, of the myriad of risks and issues encountered on the planned critical path schedule. The current updated OCTA staff forecast is for a July 2023 RSD.

The risk assessment currently being performed by FTA is reassessing the overall project cost and schedule. FTA will likely be recommending additional cost contingency to cover additional risk for construction claims, and additional schedule risks to assure the RSD is achieved within the term of the FFGA.

Next Steps

Construction activities in the next quarter will focus on completing the floor slabs in the MSF building, installation of embedded track in the street and ballasted track in the PEROW, installing OCS poles, delivering the traction power substations, and constructing station stop platforms. Next steps for vehicles include finalizing design for remaining vehicle components, as well as continued production, assembly, and ongoing static and dynamic testing. Upcoming outreach activities include ongoing coordination with the construction team and the City regarding traffic control measures that are needed for the in-street embedded track installation, particularly along Fourth Street where businesses are more prevalent.

Summary

An OC Streetcar project update covering January 2021 through March 2021 is provided for the Orange County Transportation Authority Board of Directors' review.

Attachment

- A. OC Streetcar Project Cost History

Prepared by:



Ross Lew, P.E.
Program Manager
(714) 560-5775

Approved by:



James G. Beil, P.E.
Executive Director, Capital Programs
(714) 560-5646

OC Streetcar Project Cost History

The following table summarizes the cost history of the OC Streetcar project (Project). The cost is shown at four milestones in the Federal Transit Administration (FTA) New Starts project development process: Entry into Project Development, Entry into Engineering, Submission of the Full Funding Grant Agreement (FFGA) Application, and at FFGA execution following the construction bid opening.

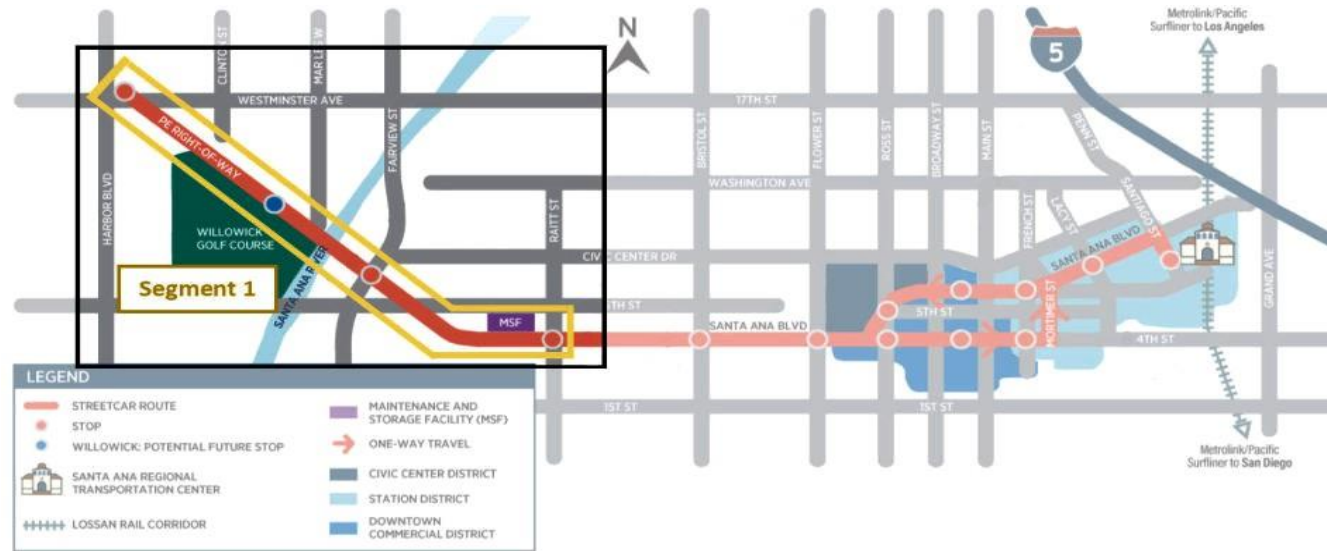
On March 22, 2021, the Orange County Transportation Authority (OCTA) Board of Directors (Board) approved \$15.6 million in additional funding to supplement the Project contingency. The interim project cost, including the supplemental contingency and the current updated revenue service date (RSD) forecast, has also been provided in the table. An updated cost and schedule to complete the Project will be presented to the Board on or before November 2021, pending completion of FTA's risk analysis.

	Entry into Project Development May 2015	Entry into Engineering (30% Design) January 2017	Request for FFGA (Post FTA Risk Assessment/ 60% Design) May 2017	FFGA Execution (Post Construction Award) July 2018	<i>Interim Project Cost with Supplemental Contingency</i>
Total Cost* (in millions)	\$250.0	\$298.0	\$299.3	\$407.8	\$423.4
OCTA RSD	December 2019	December 2020	December 2020	October 2021 March 2022 (FFGA RSD)	<i>July 2023</i>

* Not included in the table is \$8.6 million in previously-programmed funding that is being used for activities that are not eligible for federal participation and cannot to be included in the FFGA Project cost, including early environmental phase work and certain right-of-way acquisition costs.

OC Streetcar Project Quarterly Update

Construction—Segment 1



- Pacific Electric Right-of-Way (PEROW)
 - Installation of overhead contact system (OCS) pole foundations and communication duct banks.
 - Construction of Fairview station platform.
 - A short retaining wall on the south side of the Harbor Station parking lot was completed.

Westminster Bridge



- Median is being reconstructed.
- Minor concrete placement on the bridge deck continue, including installation of plinths, which are raised curbs that the rail will be affixed to.

Santa Ana River Bridge



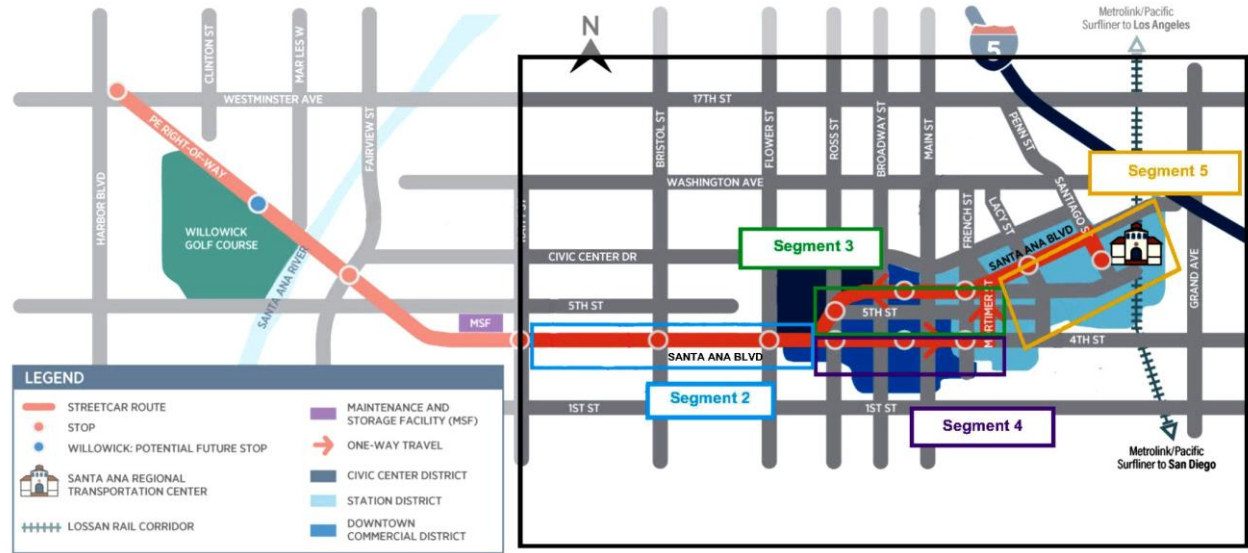
- Minor concrete placement on the bridge deck continue, including installation of plinths.

Maintenance and Storage Facility (MSF)



- Work on utilities, installation of storm water infiltration basin.
- Construction started on perimeter block wall.
- Continued work on west half of the MSF building floor slabs, the car wash foundation and slab, and new electrical substation.

Construction—Segments 2 Through 5



- Installation of OCS, traffic signal, and streetlight foundations and poles.
- Encountered and remediated railroad ties from the former Pacific Electric Railway, contaminated soil, and unsuitable subgrade soil on Santa Ana Boulevard between Raitt Street and Bristol Street.
- Westbound embedded track installation across Bristol Street proceeding west towards Raitt Street in 300-foot segments.
- Westbound embedded track excavation on Santa Ana Boulevard between Parton Street and Mortimer Street. Northbound embedded track excavation on Mortimer Street.

Track Installation

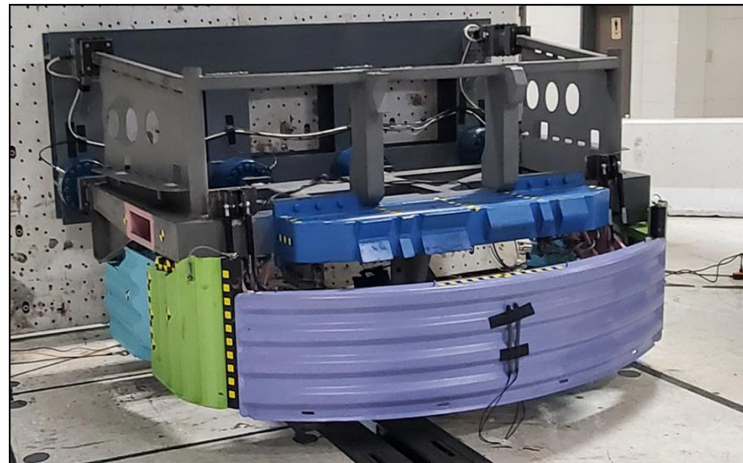


Upcoming Construction Milestones

- In-street embedded track
- PEROW ballasted track
- Direct fixation plinths for track on bridges
- OCS and traffic signal pole foundations
- MSF slabs and walls
- Station stop platforms
- Delivery and placement of traction power substations

Vehicles

- The first six of the eight S-700 streetcar vehicles are undergoing static and dynamic testing to verify component and system functionality.
- Cars 7 and 8 are in equipping and final assembly.
- First article inspection conducted for the energy absorbing bumper, which has a unique design that incorporates enhanced safety features and ease of repair.
- Siemens submitted a revised master program schedule. Negotiations are ongoing with Siemens regarding options for vehicle storage to align with the availability of the project infrastructure needed to accept and test the vehicles.



Vehicles



Outreach

- Segment 2: Door-to-Door Canvassing
- Segment 4: Field Assessment
- Eat Shop Play



*Face covering required

EAT SHOP PLAY

D TSA Farmers' Market

Every Tuesday night from 3 - 7 PM
3rd St and Bush St, Santa Ana, CA 92701
www.nativeharvestevents.com

OCSTREETCAR
octa.net/eatshopplay



BUSINESS Spotlight

EAT SHOP PLAY

Looking to grab a bite of Mexican food to celebrate National Tortilla Chip Day on 02/24? Check out the local businesses featured below!



Taquerias Guadalupe


Restaurante Las Cazuelas

El Rincon Mexicano

El Mercado Modern Cuisine

OC Streetcar Track Construction

How will the OC Streetcar track be constructed?
Crews will install the streetcar rail and infrastructure in a series of steps:



- 01 Excavating and removing asphalt from the street
- 02 Pulling pre-prepared rail into position
- 03 Installing base foundation materials
- 04 Installing electrical systems
- 05 Laying down the base materials
- 06 Pouring the track base around the rail

The OC Streetcar features two types of rail:

1. Rail laid on top of ballast (crushed stone) and anchored by rail ties. The OC Streetcar will use this type of rail in the Pacific Electric Right-of-Way between Harbor Boulevard and Westminster Avenue and Raitt Street.
2. Rail embedded in the street. This type of rail will be featured on most of the project route.

What to expect during track construction:

- 24-hour lane closures, parking closures and pedestrian detours
- Construction crews working near your home or business
- Use of heavy machinery to remove asphalt and prepare trench for track bed

This work may be loud. Schedule is subject to change due to inclement weather or unforeseen operational factors.

Thank you for your patience as we build a new transportation option that will benefit residents, commuters and business owners.

OCStreetcar.com | OCStreetcar@octa.net | 1(844) 760-OCSC or 1(844) 746-6272 | Facebook.com/OCStreetcar | @OCStreetcar

LIVING CAREFREE AND CAR-FREE
VIVIENDO DESPREOCUPADO Y LIBRE DE COCHES

The OC Streetcar will benefit residents, commuters and visitors. It will. El tránsito de OC beneficiará residentes, pasajeros y visitantes. ¡Lo hará!

- RESIDENTS / RESIDENTES**
Provide easy and reliable connectivity between neighborhoods, businesses and major destinations. Proveer una conectividad fácil y confiable entre los vecindarios, negocios y destinos principales.
- LOCAL BUSINESSES / NEGOCIO LOCAL**
Boost business investment and opportunities and create jobs. Impulsar la inversión y las oportunidades comerciales y crear empleos.
- COMMUTERS / PASAJEROS**
Give commuters in Southern California a last-mile connection from the Santa Ana Regional Transportation Center to Downtown Santa Ana and Garden Grove. Ofrecer a los viajeros en el sur de California una conexión de último milla desde el Centro de Transporte Regional de Santa Ana hasta el centro de Santa Ana y Garden Grove.
- ORANGE COUNTY / CONDADO DE ORANGE**
Allow transit riders and visitors to rely on public transportation for their entire journey throughout Orange County and beyond. Hacer posible que los usuarios del transporte público y los visitantes puedan confiar en el transporte público durante todo su viaje en todo el Condado de Orange y más allá.

CONSTRUCTION SAFETY TIPS
CONSEJOS DE SEGURIDAD PARA LAS ZONAS DE CONSTRUCCIÓN

- Be alert around construction.**
Manténgase alerta en las zonas de construcción.
- Allow for extra travel time.**
Planee sus viajes con tiempo adicional.
- Follow traffic signals and message boards.**
Siga los señales de tráfico y los tableros de mensajes.
- Always use designated crosswalks.**
Siempre utilice cruces peatonales designados.
- Limit distractions such as cellphones and headphones.**
Limite las distracciones, como el uso de teléfonos celulares y audífonos.

Coming in 2022
Próximamente en 2022

OCSTREETCAR
MOVING FORWARD | AVANZANDO



Stay Connected / Manténgase Conectado

OCStreetcar.com | OCStreetcar@octa.net | 1(844) 760-OCSC or 1(844) 746-6272

Download the Streetcar App | Descargar la aplicación "Streetcar" en el App Store o Google Play

Facebook.com/OCStreetcar | @OCStreetcar

En bất kỳ thời điểm nào và việc xây dựng OC Streetcar (xe điện OC), sự lắng nghe của chúng tôi theo số 1-844-746-6272 hoặc gửi email cho chúng tôi tại OCStreetcar@octa.net.



OC Bus Service Update



OC BUS TRENDS DURING THE CORONAVIRUS (COVID-19) PANDEMIC



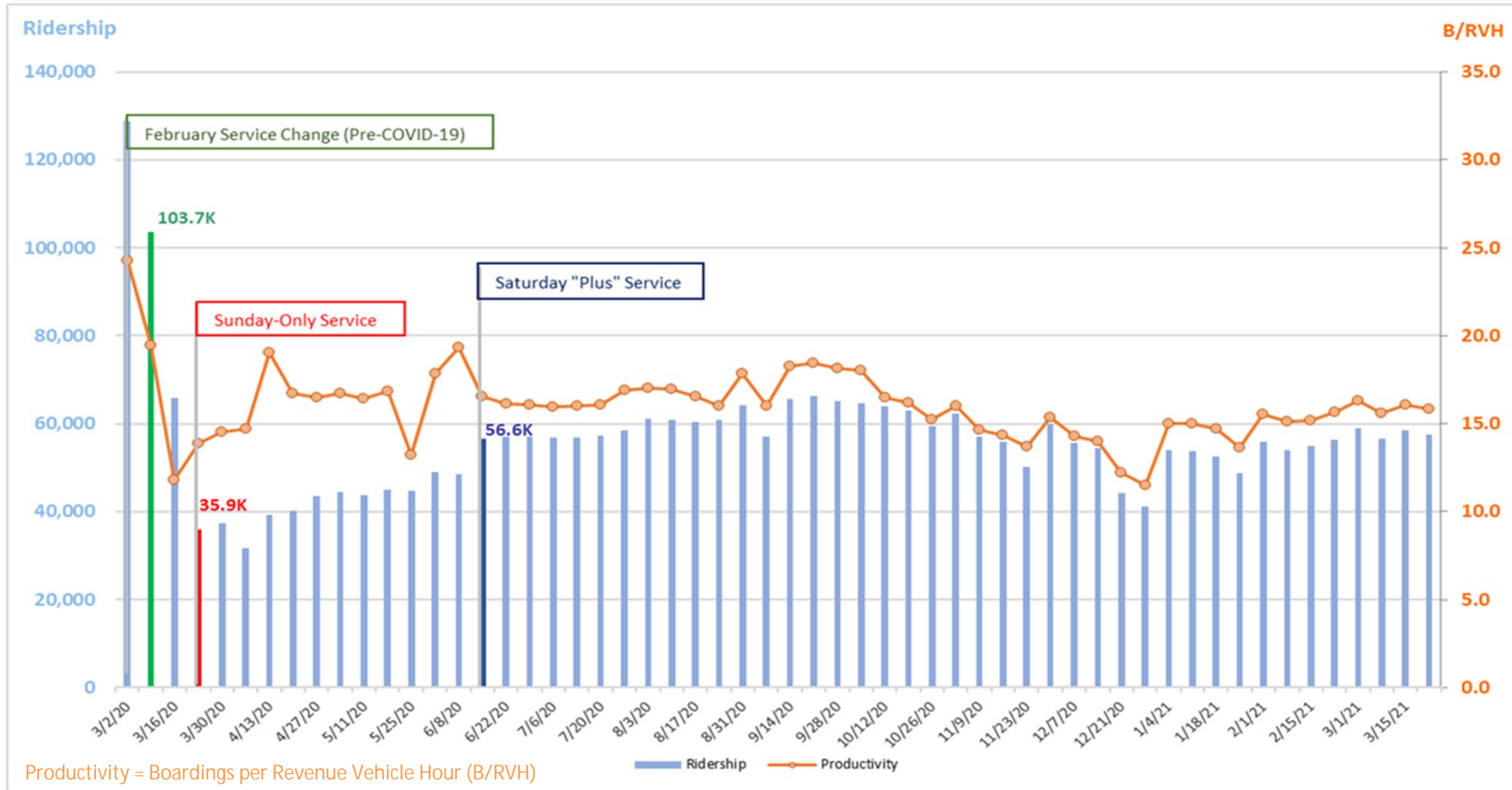
Key Metrics:

- **Ridership**
 - Trending at 57,800 average weekday riders (48 percent of the pre-COVID-19 pandemic average weekday ridership of 120,000); productivity is at 15.5 boardings per revenue vehicle hour (b/rvh) or 60 percent of the pre-COVID-19 pandemic level of 25 b/rvh.
- **Pass-Bys**
 - Occur when passenger loads on a 40-foot bus reach 20 or more (35 passengers on a 60-foot bus)
- **Trippers**
 - Unscheduled trips dispatched to provide service to pass-bys created by overloads (20+ passengers)
 - Deployed based on data, coach operator input, and customer comment
- **On-Time Performance**
 - Measuring service quality as impacted by the COVID-19 pandemic
- **Customer Comments**
 - Trends, feedback, and issues reported



OC BUS RIDERSHIP AND PRODUCTIVITY

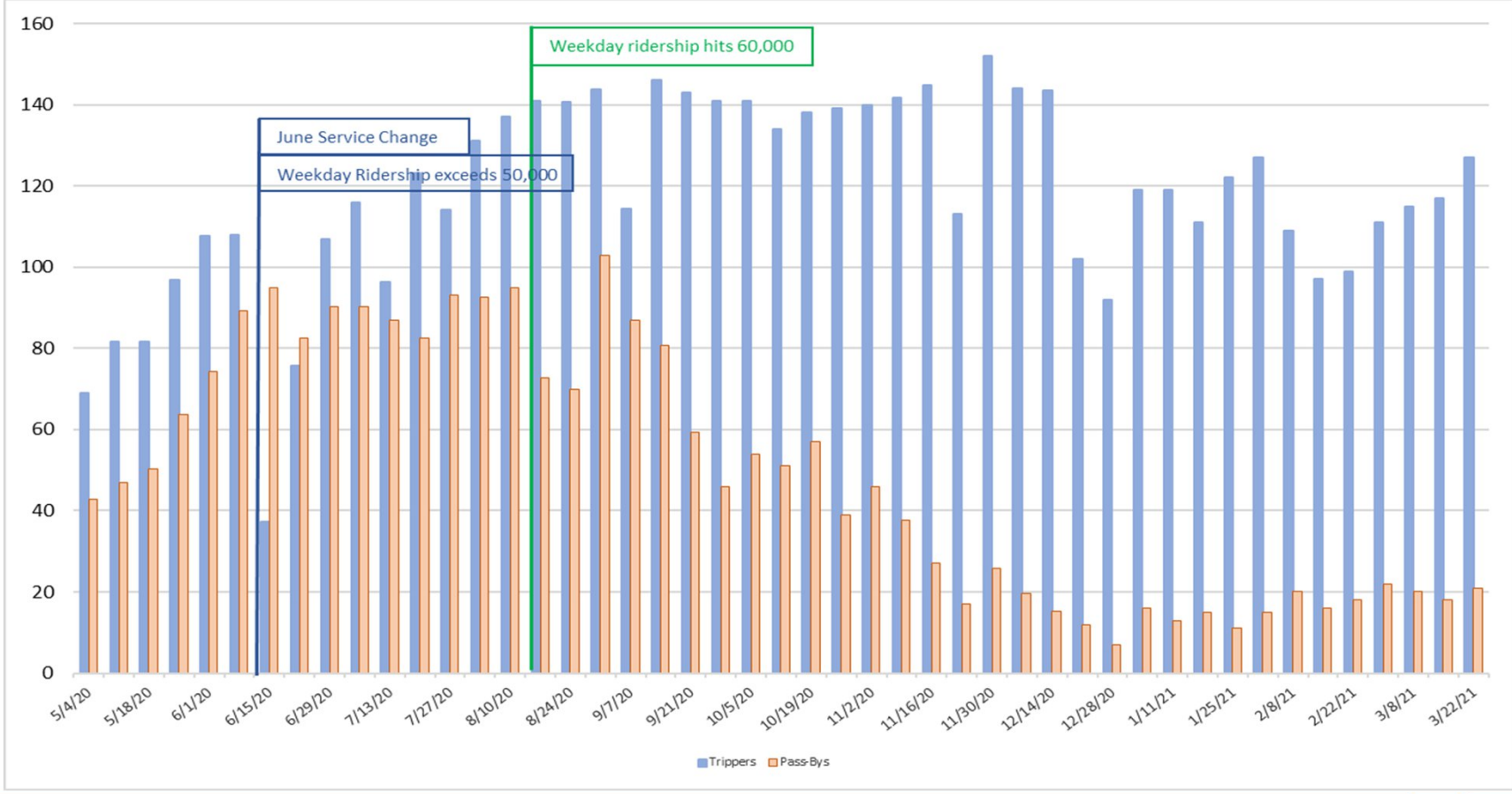
(AVERAGE WEEKDAY)





OC BUS TRENDS: TRIPPERS AND PASS-BYS

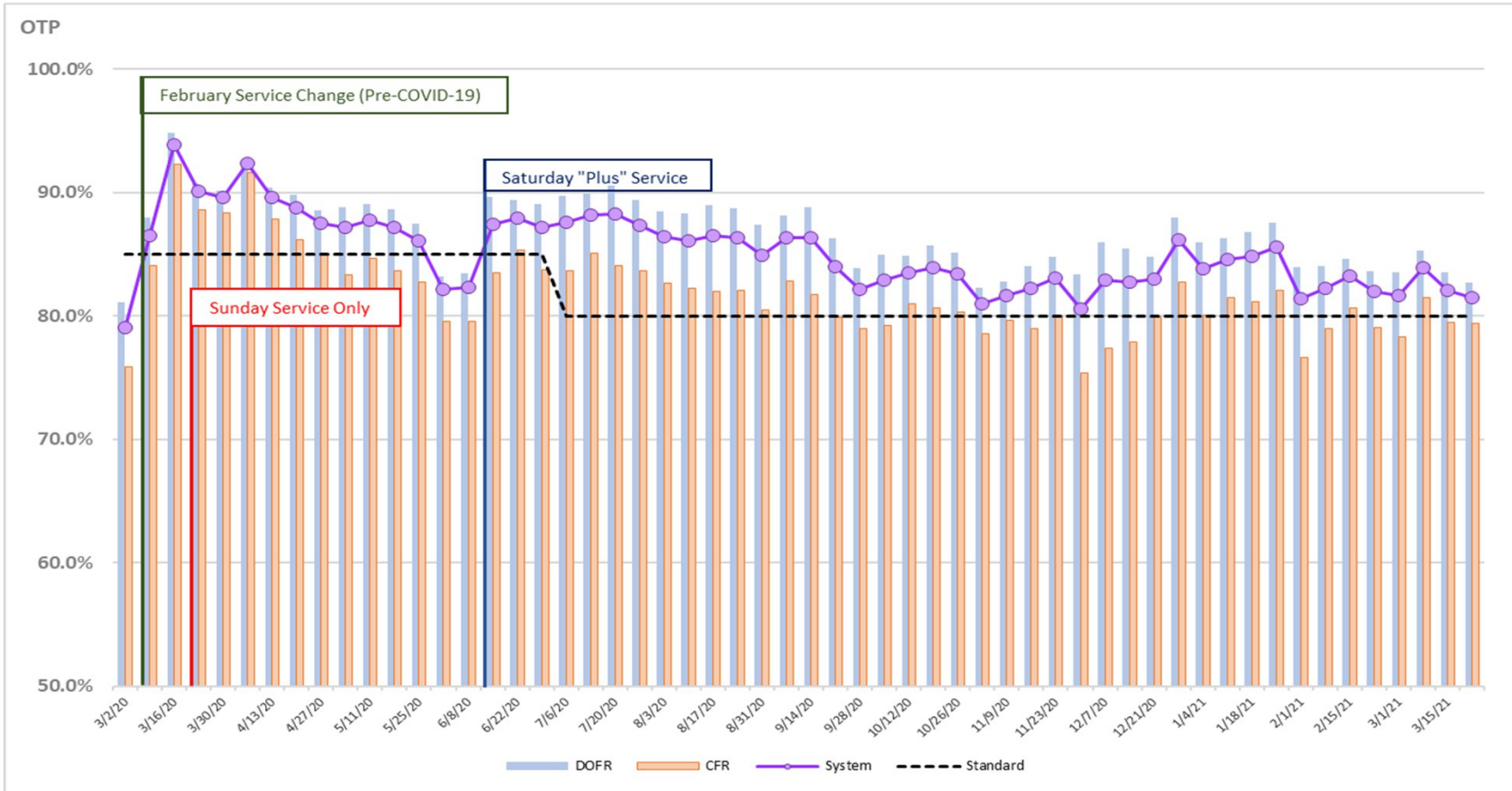
(AVERAGE WEEKDAY)





OC BUS TRENDS: ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)





CUSTOMER COMMUNICATION AND FEEDBACK


COVID-19 Pandemic Safety Measures

Safety/Customer Information

- Multilingual email from Chief Executive Officer to bus customers sharing how Orange County Transportation Authority pivoted during the pandemic and encouraging customers to continue practicing safety while riding.

Service Change Outreach

- Outreach began in late February to gain input on OC Bus service during the COVID-19 pandemic, as well as future service changes.



Español | Tiding Viñe

It has been one year since the Orange County Transportation Authority initiated our response to the coronavirus (COVID-19) pandemic and placed additional emphasis on our agency's core safety value to help ensure the health of our employees, our riders and our community as a whole.

Following the state's stay-at-home order in mid-March 2020, we quickly adjusted OC Bus schedules to continue providing a safe, reliable travel option for essential workers. To accomplish this, we activated our emergency response efforts and successfully transitioned OCTA administrative employees to work remotely. We also put workplace safety measures in place, so our employees could continue providing critical services and projects.

Despite the unprecedented challenges in the months that followed, we never faltered in our commitment to deliver a safe, balanced and sustainable transportation system to Orange County's 34 cities and 3.2 million residents.


While I am very proud of the way OCTA has continued to serve Orange County, I understand how deeply all of us have been impacted by the pandemic. On behalf of the OCTA family, my heart goes out to all those whose loved ones have been affected.

For me, this past year has reinforced how critically important it is for every person in Orange County to have accessible, affordable and convenient transportation. For healthcare, for employment, for education and recreation, for our county to thrive, we must continue working together to keep Orange County moving.

As we move forward to brighter and healthier days, when riding the bus please continue to wear a mask, practice social distancing and follow other health and safety guidelines.

I'm grateful for your ongoing support of OCTA and our employees.

Thank you,

Darrell E. Johnson

 Chief Executive Officer

Customer Comments

Bus Pass-bys

- Complaints on pass-bys decreased to an average of 6.3 complaints per week in the first four weeks of March compared to 7.6 complaints in February.

Overcrowding

- Passenger overcrowding complaints decreased to an average of 2.3 complaints per week in the first four weeks of March from three complaints per week in February.

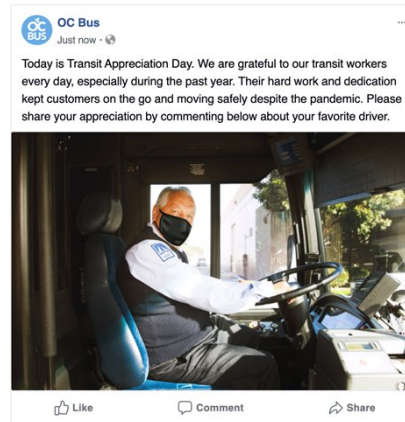


CUSTOMER COMMUNICATION AND FEEDBACK

COVID-19 Pandemic Safety Measures

Transit Appreciation Day

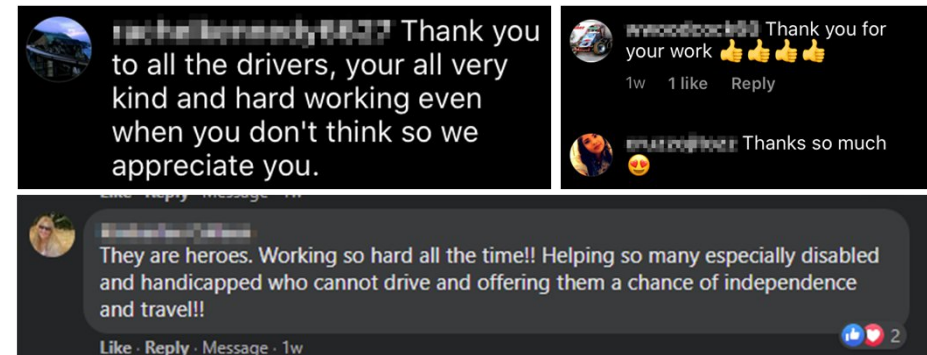
- Social media post and internal communications thanking our coach operators and encouraging customers to respond with comments about their appreciation of coach operators.



Customer Comments

Thank You

- Including social media responses to Transit Appreciation Day, OC Bus received more than 20 messages of gratitude and customer compliments as of March 27.





NEXT STEPS

- Continue to track service performance and COVID-19 pandemic impacts
- Monitor changes to stay-at-home orders, school, and business activities